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First Named Applicant: Hettish
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Telephony Applications (CSTA) Protocols

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Francis Montgomery
Francis G. Montgomery, Reg. No. 41,202

AMENDMENT AND REQUEST FOR RECONSIDERATION

Sir:

This Amendment And Request For Reconsideration is submitted in response to
the Final Office Action dated July 14, 2004.

Amendments to the Claims begin on page 2 of this paper.

Remarks begin on page 6 of this paper.